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June 14, 2000

Received  
JUN 14 2000  
FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas, Secretary  
Federal Communications Commission  
455 12th Street, S.W., TW-A325  
Washington, DC 20554

Re: CC Docket No. 94-129; Supplement to Telephone USA of Wisconsin, LLC, Petition for Waiver

Dear Ms. Salas:

This letter is to supplement the Petition for Waiver filed by Telephone USA of Wisconsin, LLC, ("Telephone USA") on May 11, 2000.

As Telephone USA indicated in its Petition, it will disseminate among customers in the Exchanges various notifications and disclosures, both before and after the transfer. In addition to the notifications discussed in Telephone USA's Petition, prior to the transfer Telephone USA and CenturyTel will also send a letter to all customers in the Exchanges reminding them of the transfer and of their ability to choose inter- and intraLATA toll carriers. That letter will also make explicit that there will be no switching fees or other charges to customers as a result of the transfer. The letter will include language substantially in the form of Attachment A hereto.

Enclosed herewith as Attachments B, C, and D are forms of the notifications that were discussed in Telephone USA's Petition. They will be sent to customers before, roughly contemporaneous with, and after the transfer, respectively.

In addition to the various notifications and commitments discussed in its Petition, Telephone USA will also commit to resolve, in cooperation with GTE as necessary, any customer complaints that arise after it begins service in the Exchanges. Telephone USA has established,

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List A B C D E

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Magalie Roman Salas

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and will notify the transferred customers of, several toll-free customer service numbers that may be used to resolve any customer complaints that arise.

Please feel free to contact the undersigned should you have any questions. The original and one copy of this letter are enclosed.

Very truly yours,

A handwritten signature in black ink, appearing to read 'W. S. Carnell', written in a cursive style.

William S. Carnell  
of Latham & Watkins

cc: Katherine Schroeder  
Michele Walters  
William Cox

# **EXHIBIT A**

Dear Customer:

CenturyTel will soon be your local telephone provider when its purchase of GTE local telephone service in Wisconsin becomes final. This change in ownership will not affect your local or long distance service.

GTE currently offers interstate long distance and regional (intraLATA or "in-state") long distance to its customers in Arkansas in two ways -- through GTE Long Distance (offering both interstate and regional long distance) and GTE Network Services (regional long distance provided by the local telephone company). The regional long distance provided by GTE Network Services will become CenturyTel Long Distance following the sale. There will be no charge to customers for this change. Customers who currently use GTE Long Distance or any other long distance provider (including CenturyTel Long Distance) for interstate or regional long distance will retain their service after the sale.

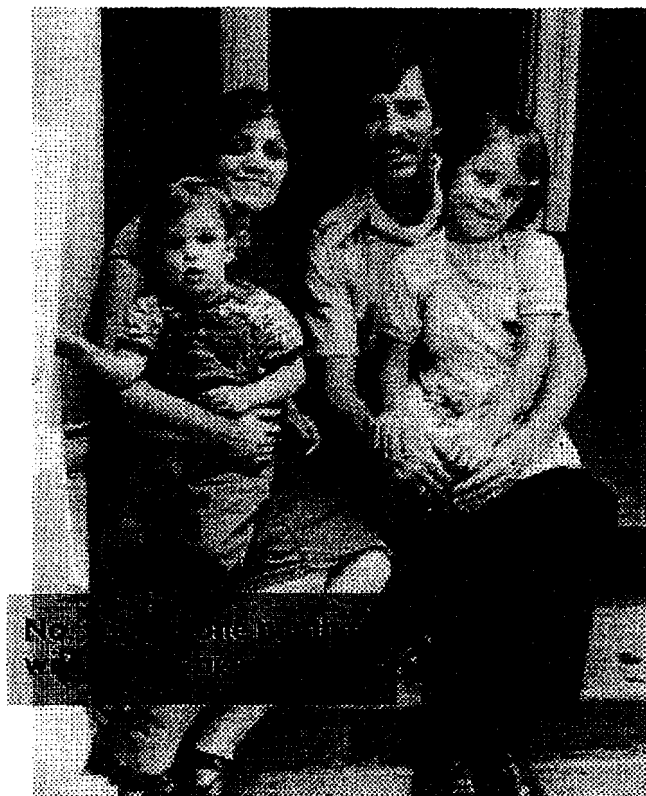
Customers who subscribe to a GTE Optional Calling Plan (OCP) do not need to change service to retain their calling plan. Those plans are part of the GTE Network Services long distance tariff, which will be assumed by CenturyTel following the sale.

Customers have the option of choosing their interstate and regional long distance companies. After the close of the sale, a separate notification will be mailed to customers explaining how to exercise their choice of interstate and regional long distance provider.

For more information, call 800-251-6046.

Sincerely,

## **EXHIBIT B**



*Soon*, the phone company name on your bill will change to CenturyTel. You'll keep your rates, your long distance company, your Internet service provider, and, of course, your phone number. Even business customers can continue to buy Yellow Pages advertising in the phone directory.

*So, how does this change affect you?* Well, your local phone service will simply transfer to CenturyTel. Your inside wire and telephone maintenance plans will transfer to CenturyTel, too. And when you pick up the phone, you'll hear the same dial tone you've always heard. We're sure you will have questions, so take a look on the back.



## Questions And Answers About The Transition

***Q: Why is GTE leaving this community?***

We are selling some of our service areas to pursue other business goals. But, our relationship with you does not end here. Even though your local service will be with another company, you can still enjoy great GTE services, such as long distance, Internet access and more.

***Q: Do I have to call CenturyTel to continue phone service?***

No. If you're a GTE customer now, your phone service automatically continues with CenturyTel.

***Q: Will my long distance company and Internet service provider remain the same?***

Yes. Your long distance company and Internet service provider will be the same unless you decide to change them. However, your billing for these services may change. Your long distance company and Internet service provider will contact you about any changes. Additionally, CenturyTel will provide service for long distance calls placed within your regional service area, unless you have selected a company for those calls.

***Q: Will the date of my telephone bill change?***

CenturyTel does not anticipate a change at this time; however, they will notify you if your bill payment date changes.



GTE-046-OOP.W11



*The name on your next phone bill will be CenturyTel.*

We know you'll continue to enjoy your long distance, features,  
Internet service, rates and Yellow Pages advertising as much as  
before. And you'll enjoy the same great service that won't be  
interrupted. Thank you for letting us serve you.



----- DO NOT PRINT DOTTED LINE OR BELOW -----

<b>T3637-1 • C0614 • GTE</b>		<i>Pick-up from Exchange by cfb 2/2/00</i>	
Path: green:GTE_NA_Direct:Jobs:T3637-1_C0614_Ark_Insert_2			
Trim: 4" x 6.5"      Bleed: 1/8"      Inks Used: 2/C      Proof: #9 • 4/27/00 10:00am			
Page#: 1 of 2      Doc Created: 2/2/00      Printed From: tw - rev.			
CPS Approvals: Proofreader _____ CheckOut _____			
<b>Agency Approvals:</b>	<b>INITIALS</b>	<b>DATE</b>	<b>Supervisors:</b>
Proofreader	_____	_____	Acct. Sup.
Copywriter	_____	_____	Mgmt. Sup.
Art Director	_____	_____	Prod. Mgr.
Creative Director	_____	_____	Client Approval:
Account Exec.	_____	_____	INITIALS      DATE

**TEMERLIN McCLAIN**

JOB #: C0614  
TITLE: REPOSITIONING BILL INSERTS  
PRODUCTION MANAGER: ROBYN HARRIS (972) 830-4750  
PROJECT/TRAFFIC MGR.: KEEVA SUCHER  
AAE/AE: PERRYMAN/FICK  
SIZE & COLOR: 4" X 6-3/4" - 2/C  
SHIP: 5/00

## Whom Do You Call?

*You are probably wondering how to reach  
CenturyTel for assistance.*

*Here's a list of easy-to-use numbers when you  
need to reach them:*

Residence customers  
business office ..... 1-800-201-4099

Business customers  
business office ..... 1-800-201-4102

Repair ..... 1-800-824-2877

*We thank you for your loyalty and wish  
CenturyTel the best in serving you.*



GTE-039-00PARK2

----- DO NOT PRINT DOTTED LINE OR BELOW -----

<b>T3637-1 • C0614 • GTE</b>		Pick-up from Exchange by cfb 2/2/00	
Path: green:GTE_NR_Direct:Jobs:T3000:Jobs:T3637-1_C0614_Ark_Insert_2			
Trim: 4" x 6.5"    Bleed: 1/8"    Inks Used: 2/C    Proof: #8 • 4/27/00 10:00am			
Page#: 2 of 2    Doc Created: 2/2/00		Printed From: tw - rev.	
CPS Approvals: Proofreader _____ CheckOut _____			
<b>Agency Approvals:</b>		<b>Supervisors:</b>	
INITIALS	DATE	INITIALS	DATE
Proofreader	_____	Acct. Sup.	_____
Copywriter	_____	Mgmt. Sup.	_____
Art Director	_____	Prod. Mgr.	_____
Creative Director	_____	Client Approval:	INITIALS    DATE
Account Exec.	_____	_____	

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AAE/AE: PERRYMAN/FICK  
SIZE & COLOR: 4" X 6-3/4" - 2/C  
SHIP: 5/00

## **EXHIBIT C**

Dear Customer:

Welcome to CenturyTel! On July 1, 2000, CenturyTel completed the acquisition of several local telephone exchanges from GTE. These exchanges are located throughout Wisconsin and are adjacent to other areas in which we currently offer our products and services.

Your Region Headquarters is located in La Crosse, Wisconsin, where our customer service representatives are available to help you with all your telephone needs. To serve you in the best way possible, we have established toll-free numbers for you to call with your telephone service and billing questions. Simply dial the appropriate number below to receive a prompt answer to questions about telephone service for your home or business, or questions about your bill.

CenturyTel is committed to providing dependable, affordable communications services for each and every customer, and we pride ourselves on the prompt, personal service that we deliver.

Here's how to reach us:

Home Telephone Service	1-800-872-4016 (8:00 a.m. - 6:00 p.m. Monday - Friday)
Business Telephone Service	1-800-872-4017 (8:00 a.m. to 5:00 p.m., Monday - Friday)
Billing and Late Payments	1-800-867-8919 (8:00 a.m. to 5:00 p.m., Monday - Friday)
Telephone Repair	1-800-824-2877 (24 hours/seven days per week)

You will soon receive your first telephone bill from CenturyTel. It will include information about payment, as well as a useful brochure entitled "How to Read Your Phone Bill." Of course, you will continue to receive regular updates about changes and improvements in the services you receive, plus special promotions, in your monthly statement.

We appreciate your patience during this transition and look forward to serving you. Once again, welcome to the CenturyTel family!

Sincerely,

~~The Employees of CenturyTel~~

Duane Ring, Jr.  
Midwest Region Vice President

## **EXHIBIT D**

## CenturyTel Is Now Your IntraLATA Toll Provider

Effective August 1, 2000, CenturyTel will begin providing your intraLATA toll calls as a result of CenturyTel's recent purchase of GTE's properties in your area. What this means is that long distance (toll) calls placed and completed within your local calling area (LATA) will be billed by CenturyTel. Your service and rates will not change. We're confident that you'll be satisfied with CenturyTel's service, however, you still have the right to change your intraLATA carrier at any time. For additional information about your LATA, please see the back of this notice.

If you have any questions, please contact your CenturyTel Customer Service Representative at 1-800-812-4016

# CENTURYTEL



3125

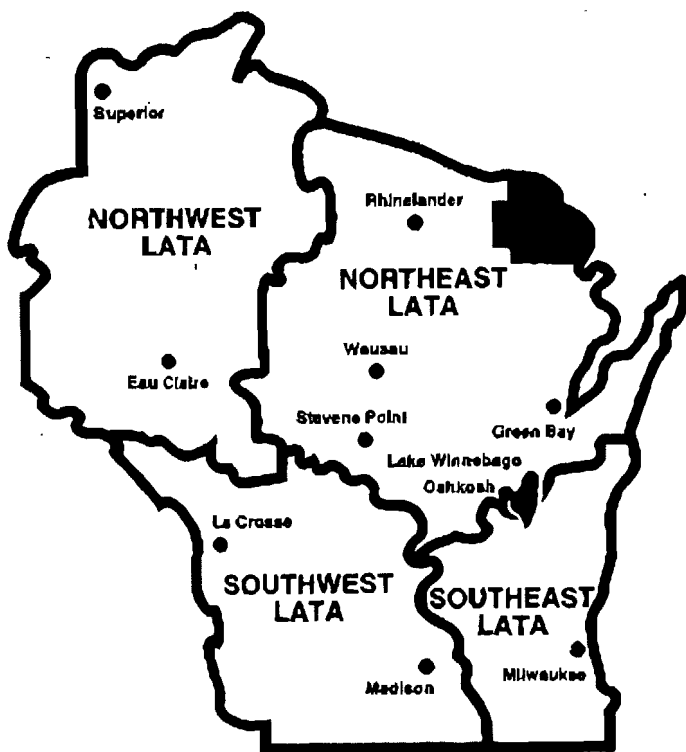
☒ Proof OKAY as is. 5/15

☐ Make corrections as indicated.

☐ Correct and submit another proof.

This is exact copy as your job will be printed.  
You are responsible for any errors.

Signature \_\_\_\_\_



## Questions About LATA's

1. What is a LATA?  
LATA (Local Access and Transport Area) is a geographic area within the local telephone company that provides local and long distance service, plus access to the telephone network.
2. Why do we have LATAs?  
With the divestiture of the Bell Operating Companies and the separation of exchange and interexchange telecommunications functions, guidelines were established for LATAs.
3. How many LATAs are there?  
WISCONSIN is divided into 4 calling areas or LATAs.  
They are NORTHWEST, NORTHEAST, SOUTHWEST and SOUTHEAST.  
(see map)
4. What is an intraLATA call?  
An intraLATA call is a call made within your calling area. For example: a call made from STEVENS POINT to OSHKOSH would be an intraLATA call.
5. What is an interLATA call?  
An interLATA call is a call made outside your calling area. For example: a call made from EAU CLAIRE to LACROSSE would be an interLATA call.

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☒ Proof OKAY as is.

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☐ Make corrections as indicated.

☐ Correct and submit another proof.

This is exact copy as your job will be printed.  
You are responsible for any errors.

Signature



## IMPORTANT INFORMATION CONCERNING YOUR BILL

Due to CenturyTel's recent acquisition of the GTE properties in your area, your bills and payments will be processed at CenturyTel's Data Processing Center in Marion, Louisiana. Your billing date may change, therefore, this bill may reflect more than one month of charges.

If you currently pay your telephone bill by bank draft, or are interested in paying your telephone bill by bank draft, call our Customer Service Center to enroll in our Connect Check Plan.

**Customer Service Center 1-800-201-4099**

**Repair Service Center 1-800-824-2877**

Welcome to CenturyTel. We look forward to serving you.



☒ Proof OKAY as is.

☐ Make corrections as indicated.

☐ Correct and submit another proof.

This is exact copy as your job will be printed.  
You are responsible for any errors.

Signature

*Cindy Woods*

T-034 P.02/03 Job-191

318-323-0826

MAY-18-00 08:47 FROM: CENTURY BUSINESS COMMUNICATIONS

3127

